

The NHS logo is displayed in white, bold, sans-serif font against a solid blue rectangular background.

How To Request Language  
Services

## NHS South West Interpretation and Translation Services - Somerset

Interpretation and translation services are available for Pharmacy, Optometry and Dental Practices when treating NHS Patients. If you have any queries or issues, please contact NHS England South West by emailing [england.swgptp@nhs.net](mailto:england.swgptp@nhs.net)

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### Somerset

- Contact Language Empire, provider of spoken language and face to face translation services plus telephone interpreting and translation/transcription services.
  - Dedicated on-demand phone line: 0333 188 3712.
  - A unique 8 digit PIN number(s) will be required to access the service.
  - For any questions, contact Customer Services on 0330 20 20 270 or email: [bookings@empire-groupuk.com](mailto:bookings@empire-groupuk.com)
- Helpful service support materials and additional information are on the [Language Empire website](#), such as:
  - How to Request Language Services
  - On Demand Telephone Access Cards
  - How to Request Translation Services
  - Best Practice Guides for Using Interpreters
  - Language ID Charts
- **British Sign Language services**
  - Contact Language Line (formerly Capita Translation and Interpreting Service).
  - Telephone: 0800 004 2000
  - Online Portal: [Public Sector Managed Services - Login - My Language Supplier](#)
  - A pin number for your organisation will be required to access the services provided by Language Line
  - email: [newaccounts@languageline.co.uk](mailto:newaccounts@languageline.co.uk) for assistance.